



MECA Matters

Metropolitan Emergency Communications Agency,
Indianapolis, Marion County, Indiana

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Special points of interest:

- * January 10, 1992, the old 800 MHz system went on the air.
- * MECA supports voice and data communications, paging, AT&T 9-1-1, CAD, Fire and Police Records, and Fire House Alerting.
- * MECA was created in response to the Ramada Inn Airport Hotel tragedy of 1987.

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MECA Customer Service Desk: What Do They Do?

Hundreds of MECA customers have had the opportunity to visit the MECA Customer Service Desk when they needed work on their radios or pagers, but the Customer Service Representatives do much more than just work on equipment.

The Customer Service Representatives monitor all of MECA's systems and sites, including the 11 tower sites that make up its new voice radio system. They also monitor the mobile data system, CAD, AT&T 9-1-1 system, and Fire House Alerting. In the past, MECA maintained the Toshiba laptops that were used for mobile data; however, as Toshiba's were phased out, ISA took over maintenance of the new Dell laptops. MECA continues to support the maintenance of the Vehicular Radio Modems (VRM).

The Customer Service Desk also monitors all equipment inventory, maintains the MECA inventory database, creates work orders for customers, programs radios and pagers, and serves customers on a walk-in basis. MECA serves almost 100 agencies and has over 10,000 customers.

MECA employs five Customer Service Representatives and two Senior Technicians. Our goal is to provide all customers with excellent service and satisfied results.



When Director Ray Raney took over leadership at MECA in 2005, improving customer service was his top priority. "I was in law enforcement for 26.5 years. I was an end user. I know the importance of reliable communications and I want to make sure that the public safety and public service personnel of Marion County get their needs addressed in an efficient and professional manner. If not, we want to know about it," said Raney.

The MECA Customer Service Desk operates 24 hours a day, seven days a week, and can be reached at 327.7319. It is located at 47 South State Street. For questions or comments relating to Customer Service, contact Melissa Serban, MECA's Customer Service and Project Manager at 327.1471 or at serban@indygov.org.

ZClient 5: Police

ZClient version five is in the process of being deployed for several law enforcement agencies. Version 5 will offer enhanced functionality and reduce key strokes, thereby eliminating officer safety hazards. Version five also introduces a mapping feature not currently available in version four, which will pinpoint run locations on the

ZClient map with a marker. This feature works similarly to what one would experience when using an internet mapping service. On the ZClient map, the marker will indicate where the officer is being dispatched without any interaction from the officer. Other enhancements can be found in Version five, as well.

To find out if your agency is ready to use the upgraded version, contact Melissa Serban, MECA's Customer Service and Project Manager at 327.1471 or at serban@indygov.org.



In order to keep our customers updated on projects, issues and other communications related news, we have decided to introduce a new publication, MECA Matters.

This newsletter is targeted to MECA's public safety and public service customers. As such, updates will cover the gamut of MECA initiatives. It is our hope that this will provide you with current information and an opportunity to understand what MECA really does for you.

"Making sure that our customers are involved in the CAD selection process is one of MECA's top priorities."

If you have a question regarding MECA or a story idea, please contact the MECA Matters editor, Melissa Serban at 317-327-1471 or serban@indygov.org.

MECA Communications Van Needs Trained Drivers

When critical incidents occur, it is crucial that responders have ready communications and data capabilities. MECA has two communications and command vehicles. These vehicles have full access to the MECA systems and often serve as a command post for events and incidents.

In order to get these vans on site, we must have trained drivers who not only know how to operate the 40 ft. vans, but also know how to access the various technological systems and components.

When an event occurs, MECA Customer Service Representatives page all trained personnel to locate a driver. Being able to get an immediate response and the van onsite can make a huge difference in managing an incident. "It is necessary for all command staff to be in one location to coordinate and plan," said IMPD Lt. Tom Elliot.

MECA would like to invite any person interested in becoming a trained MECA Com Van Driver to contact Melissa Serban, MECA's Customer Service and

Project Manager, at 327-1471 or via email at serban@indygov.org.



CAD Project: Full Steam Ahead

MECA has reached an important milestone with its plans to replace the aging Tiburon CAD system. Last month, City legal representatives returned procurement documents that will result in the hiring of a firm to supply project management services. According to Jim Cutrell, MECA's project lead for the CAD initiative, "Hiring a project management team with CAD and dispatching experi-

ence is essential to the overall success of this project."

MECA's next steps are to review the project management procurement documents and determine the best methods to procure these services. The CAD replacement project is funded with federal grant dollars and MECA funds. Cutrell indicated that once a project management firm is

hired, work can continue on creating an internal project team, gathering customer requirements, selecting a vendor, and building a world-class system. "Making sure that our customers are involved in the CAD vendor selection process is one of MECA's top priorities," said Cutrell. The project is expected to be complete sometime in 2011.

Fire House Alerting

MECA's Fire House Alerting System (FHAS) is a critical component in the dispatch of Fire and EMS personnel in Marion County. This system, which interfaces with our radio and CAD system, provides immediate and accurate dispatch information to the fire house.

At the firefighter level, the system activates emergency lighting and warning tones, and provides a radio

connection to the dispatch center from fire control, while providing automatic acknowledgement to the fire control operator that the message has been delivered to the fire house.

With the exception of the Indianapolis International Airport Fire Department (which should be complete over the next two weeks), all of the new FHAS boxes have been installed. MECA is

currently testing the network connections and preparing the dispatcher training courses. We look forward to system cutover at the end of this month.

